



Division of Student Transportation

Performance Dashboard

ON TIME

February 11 – 15, 2013

97.35%

Delivery before bell

95.58%

Delivery 35 - 5 min before bell

92.77%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

February 11 – 15, 2013

Avg. Call Duration **1:14 min**

Avg. Call Wait Time **59 sec**

Calls Answered **1159**

% Calls Answered **77.5%**

Parent Resource Center

SAFE

January 2012

1.14

Preventable accidents
per 100,000 miles

RELIABLE

As of February 12, 2013

7.9 years

Average age of fleet

EFFICIENT

February 11 – 15, 2013

100%

Routing changes
implemented within 3 days